

# Quality Council

October 29, 2014

CONNECTICUT  
HEALTHCARE  
INNOVATION PLAN



# Agenda

Introductions/Public Comments



Approval of minutes



DPH – population health priorities



Commercial health plan priorities



Selection of core measures



Measuring care experience with the CAHPS



Next steps

# Welcome to the Quality Council

Gregory Barbiero  
*CHNCT/DSS*

Kathleen Harding  
*Community Health Center, Inc.*

Rohit Bhalla  
*Stamford Hospital*

Gigi Hunt  
*Cigna*

Aileen Broderick  
*Anthem Blue Cross Blue Shield*

Elizabeth Krause  
*Connecticut Health Foundation*

Mehul Dalal  
*Department of Public Health*

Kathy Lavorgna  
*General Surgeon*

Mark DeFrancesco  
*Westwood Women's Health*

Steve Levine  
*ENT and Allergy Associates, LLC*

Deb Dauser Forrest  
*ConnectiCare*

Robert Nardino  
*American College of Physicians – CT Chapter*

Daniela Giordano  
*NAMI Connecticut*

Donna Laliberte O'Shea  
*United Healthcare*

Karin Haberlin  
*Dept. of Mental Health & Addition Services*

Arlene Murphy  
*Consumer Advisory Board*

# Welcome to the Quality Council

Meryl Price  
*Health Policy Matters*

Todd Varricchio  
*Aetna*

Jean Rexford  
*CT Center for Patient Safety*

Steve Wolfson  
*Cardiology Associates of New Haven PC*

Rebecca Santiago  
*Saint Francis Center for Health Equity*

Thomas Woodruff  
*Office of the State Comptroller*

Andrew Selinger  
*ProHealth Physicians*



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Public  
Comments

2 minutes  
per  
comment

# CAHPS Survey Tools

***Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care***

# Survey Types

- Agency for Healthcare Research and Quality (AHRQ) project which began 1995
- Originally focused on health care plans, expanded to address range of health care services
  - Hospital (inpatient)
  - Health Plan Survey (commercial, Medicaid, Children's Health Insurance Program (CHIP), Medicare)
  - Clinician and Group (primary or specialty care providers and staff)

# Survey Types

- Additional surveys
  - Home Health Care
  - Nursing Home
  - Surgical
  - Dental
  - ECHO (Mental health/substance abuse)
  - Dialysis



# Survey Tools Versions related to SIM



- Medicare SSP to assess and reward ACO performance
- Aligns with guiding principles to maximize alignment with the Medicare Shared Savings Program (SSP)



- NCQA version to assess PCMH performance
- CAHPS-CG (clinician/group) version for PCMH which contains core items from CAHPS-CG plus supplemental items for key medical home performance

# CAHPS Background

- Standardized surveys of patients' experiences
- Patients to report on and evaluate their experiences with health care
- Cover topics that are important to consumers and focus on aspects of quality, such as the communication skills of providers and ease of access to health care services

# CAHPS Users

- CMS: Centers for Medicare & Medicaid Services
- The National Committee for Quality Assurance (NCQA)
- Veterans Health Administration (VHA) and Department of Defense (DOD)
- Multi-stakeholder organizations
- Health systems, physician practices, hospitals, and other health care providers
- Patients and consumers, quality monitors and regulators, provider organizations, health plans, community collaboratives, and public and private purchasers of health care

# CAHPS Assumptions (AHRQ)

- Advancing patient-centered care by giving patients effective surveys and information to help them make better health care decisions
- CAHPS surveys ask patients for both overall ratings as well as reports about specific aspects of care, providers, and systems
- Capture information on patients' experiences rather than their satisfaction

# CAHPS Research Organizations

The CAHPS Consortium refers to the research organizations involved in the development, dissemination, and support:

- AHRQ
- CMS
- RAND, the
- Yale School of Public Health
- Westat

*“RAND and the Yale School of Public Health work with AHRQ and other Federal agencies to develop, test, and maintain the surveys and to produce resources that support and evaluate their use in reports and improvement initiatives”*

# Context of CAHPS surveys, the term "consumers"

- Those who could take a survey about their experience with health care, including patients, parents and guardians of children, nursing home residents and their families, and health plan enrollees.
- Those who could use the results of the survey to inform themselves about their options and choose among providers or plans.

# Examples of CAHPS Domains

- Access
- Communication
- Coordination of care
- Office staff courtesy, helpfulness, and respect
- Customer service

Certain core items must be included in domains or functions of CAHPS surveys

# Medicare ACO Performance Measures

- 8 domain questionnaire (69 questions) or 12 domain questionnaire (80 questions)
- Looks back over 6 month period through a survey mailing and a follow-up phone call to non-respondents
- Determines whether an ACO qualifies for shared savings
- Administered by approved CAHPS ACO survey vendors



# Medicare ACO Performance Measures

- Only the first 7 domains are used to reward performance
- Beginning in 2015, Medicare will add domain 12 to the list of domains that are tied to quality performance.

# Medicare ACO Domain List

- 1) Getting Timely Care
- 2) Provider Communication
- 3) Rating of Provider
- 4) Access to Specialists
- 5) Health Promotion and Education
- 6) Shared Decision-making
- 7) Health Status/Functional Status
- 8) Courteous/Helpful Office Staff\*\*
- 9) Care Coordination
- 10) Between Visit Communication
- 11) Education About Medication Adherence
- 12) Stewardship of Patient Resources\*\*\*

- 1-8 required for Shared Savings in the final rule
- 8 also in CG-CAHPS survey\*\*
- 9-12 supplemental
- 12 -2015\*\*\* to be added

# NCQA Performance Measures: PCMH

- NCQA worked with AHRQ to develop a special version of the CAHPS-CG (clinician/group) for PCMH
- PCMH CAHPS contains core items from CAHPS-CG plus supplemental items that pertain to key medical home performance areas
- Connecticut Medicaid program is currently using the PCMH CAHPS

# NCQA Performance Measures: PCMH

- Recognizes practices, or practices applying for recognition to earn distinction by submitting results to NCQA
- Submitted data will be used to develop a benchmarking database that will allow comparison across practices
- Practices must use an NCQA Certified Survey Vendor

# NCQA Performance Measures: PCMH

- Survey captures patients' experiences of care in the last 12 months
- PCMH CAHPS Survey can be implemented in five modes of data collection: mail, telephone, Interactive Voice Response [IVR], Internet or mixed communication channels.
- The survey lays the groundwork for measuring and improving a practice's delivery of care and assessing how well the practice is achieving the goals of the patient-centered medical home

# CAHPS PCMH Survey Domains

- Access
- Information
- Communication
- Coordination of care
- Comprehensiveness
- Self-management support and shared decision making

# CAHPS Surveys and Tools to Advance Patient-Centered Care

## **NEXT STEPS**

# Questions



# Quality Council Meeting Schedule



# Guide to Acronyms

- AHRQ            Agency for Health Research and Quality
- AMH            Advanced Medical Home
- BFO            Best and Final Offer
- CMMI           Center for Medicare and Medicaid Innovation
- CMS            Centers for Medicare and Medicaid Services
- DAS            Department of Administrative Services (CT)
- DMHAS          Department of Mental Health and Addiction Services
- DPH            Department of Public Health (CT)
- EEO            Equal Employment Opportunity
- EST            Eastern Standard Time
- FQHC           Federally Qualified Health Center

# Guide to Acronyms

- FOIA Freedom of Information Act (CT)
- HIE Health Information Exchange
- HIT Health Information Technology
- HIX Health Insurance Marketplaces
- IPA Independent Practice Association
- NCQA National Committee for Quality Assurance
- NHRQ National Healthcare Quality Report
- NQF National Quality Forum
- PMO Project Management Office
- RFP Request for Proposals
- SIM State Innovation Model
- SSP Shared Savings Program